
ENHANCED DATA ACCESS REVIEW COMMITTEE

General Manager's Report

November/December 2003

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EXCITING PORTAL NEWS

2003 – YEAR IN REVIEW

accessIndiana experienced a great deal of change and enjoyed many successes in 2003. In January, the State's Web portal unveiled a complete redesign, sporting a new look and feel along with greatly improved navigation. Throughout the year, the *accessIndiana* team worked closely with our state partners to deploy – or make future plans for – exciting new services and technologies, including the portal product, the enterprise architecture initiative and digital signatures. In August, we proudly contributed to Governor O'Bannon's legacy by making the National Governors Association meeting a tremendous success. Sadly, we were also honored to create a memorial Web site and CD as a memorial to Governor O'Bannon. It was largely due to his visionary leadership that *accessIndiana* claimed 3rd place rankings in the prestigious Best of the Web competition and the annual Brown University Study of eGovernment performance.

In 2003, portal accesses reached over 280 million, averaging more than 23 million per month. This represents a **34% increase** in usage over 2002, during which accesses totaled over 209 million.

2003 Project Highlights

accessIndiana continues to find new ways to serve more citizens and businesses by introducing a total of **61** new or enhanced services in 2003. Of that total, 32 were brand-new services.

While all our completed projects are considered a success, a few do stand out. The use of new technology on the portal to develop the State's first Digitally Certified Record application -

Bureau of Motor Vehicle Certified Driver License Search, would be at the top. This project was completed in December and is highlighted later in this report. Along with that application, there are three areas of development that were also key successes in 2004: Geographic Information System, Department of Revenue and Secretary of State applications.

Geographic Information System (GIS) is a system of software, hardware, data and personnel to manipulate, analyze and present information tied to a graphical location. GIS combines layers of information about a place to give us a better understanding of that place. With the cooperation of several agencies and ESRI software, which is 508 compliant, Indiana launched three new GIS applications and have several others waiting for approval. These include:

- [Who's Your Legislator?](#)
- [MapIndiana](#)
- [FSSA Branch Locator](#)

The Department of Revenue was a forerunner in improving and launching new services over the prior 12-month period. By allowing I-Fileers to reprint filed tax returns with a session number and increasing usability, the Indiana Income Tax Returns electronic system is ready to go for 2004. Some highly anticipated new services were also introduced in 2003 for both citizens and businesses. They included:

- [Online Business Tax Registration \(BT-1\)](#)
- [Tax Extensions File and Payment \(IT-9\)](#)
- [Quarterly Tax Payments \(ES-40\)](#)
- [Motor Carrier Service International Roadway Permits](#)

Three new services are now offered to the business community from the Secretary of State's Office. Along with these services, several internal application fixes and changes were completed. With the introduction of each new service, technology advances allow for improved customer service. Uniform Commercial Code (UCC) Bulk allows users the option to download the files weekly or monthly. Data, image files and mailing information are electronically transmitted to a vendor that produces and mails CDs to SOS customers. Other completed projects include:

- Business Entity Report Filing
- UCC Special Search
- BERF Internal Report Change

Additionally, *accessIndiana*'s creative services team worked with various agencies to complete 22 new or redesigned sites. A detailed listing of project successes in 2003 may be found in **Appendix B**.

2003 Award Highlights

The *accessIndiana* portal and services were honored with several prestigious awards during 2003:

3rd place - Center for Digital Government's Best of the Web Competition,

3rd place - Brown University Taubman Center for Public Policy's Survey of State eGovernment Performance

6th place - Center for Digital Government's First Annual Digital Legislatures Survey

I-File, overall winner - National Electronic Commerce Coordinating Council (NECCC) Value in Technology Achievement (VITA) competition

2003 Marketing Highlights

During 2003, *accessIndiana* marketing efforts focused on educating key user groups as well as the general public about *accessIndiana*'s online services and information, building relationships with professional associations, and positioning III as a valuable marketing resource for state partners.

The foundation of *accessIndiana*'s 2003 marketing efforts were two general campaign pieces: "***Transforming Indiana Business One Click at a Time***", a business brochure that identifies key online business resources and highlights the benefits of an *accessIndiana* subscription; and "***Navigating accessIndiana***", a citizen brochure that introduces Hoosiers to the portal's navigational structure and teaches them to use our key online citizen services. III staff also marketed the *accessIndiana* Web portal to our key user groups—employees in the legal, human resources, financial, and insurance industries—by creating specialized marketing collateral, attending relevant trade shows, sending direct mailings, and conducting personalized training sessions.

Recognizing that our state partners themselves are best positioned to market to their constituencies, III staff also worked hard in 2003 to cultivate relationships with the governor's office and state agencies to assist them with their marketing and public relations efforts throughout the year. More details about the portal's marketing efforts may be found in **Appendix A**.

NOVEMBER & DECEMBER HIGHLIGHTS

BillWatch

During the 2004 legislative session, concerned citizens and businesses are able to track legislation on the House and Senate floors using the state's free legislation tracking service. This year, users may track up to 10 bills and resolutions (compared to five during the last session) scheduled for action on the floors of the House and Senate. Users receive daily e-mail notifications of action taken on selected bills as updates are made to the Legislative Services Agency database. From the *BillWatch* Web site, users can also search bills and resolutions, check the legislative calendar, identify and contact legislators, and more.

DNR Hunting Trapping and Fishing Licenses

Through the Online Hunting, Trapping and Fishing License service, citizens can purchase Indiana resident and non-resident hunting, trapping, and fishing licenses via the Internet. More than **20,000** licenses have already been purchased online this year, representing an **87% increase** over online purchases made by this time last year.

ISP Limited Criminal History Searches

Through the Indiana State Police Web site, employers and job seekers can perform an online Limited Criminal History

Search. More than **82,000** searches have been conducted online this year. This represents a **103% increase** in LCH online searches over this time last year.

***accessIndiana* Portal Refresh**

Following *accessIndiana*'s 3rd place finish in the Best of the Web contest, ILL staff quickly began researching the top five winners to identify areas for improvement, with the goal of a first place ranking in 2004.

accessIndiana's architecture and navigational structure proved to be consistent with most other states, allowing the staff to focus on functional and design enhancements that would make future portal product integrations more seamless to users. Automated functionality to the homepage will include interactive news, calendar of events, polling, and weather. From a design perspective, a smaller header will grace the homepage and content areas will be arranged to resemble "portlets". Emphasis on the search engine via improved visibility on the right hand side, incorporation of an "IN.gov" graphic on the site, and better use of space on subpages are but a few of the items that will improve the site. Expect to see the refreshed portal in early February.

MARKETING

AWARDS AND RECOGNITION

In November 2003, the Department of Revenue received national recognition for its *I-File* service as the overall winner of the National Electronic Commerce Coordinating Council (NECCC) Value in Technology Achievement (VITA) competition. DOR accepted this prestigious award at the think tank's annual conference in Raleigh, North Carolina on November 17.

FEATURED MARKETING ACTIVITIES

Insurance Services Campaign

III staff recently developed a new marketing campaign directed towards Indiana insurance professionals.

Prior to the Indiana Independent Insurance Agent (IIAI) conference in November 2003, III staff worked with IIAI and the Department of Insurance (IDOI) employees to develop copy for a new brochure geared toward insurance professionals. The resulting "*We've Got You Covered*" handout highlights state government information and services available through *accessIndiana* that can help insurance professionals verify an individual's background, maintain their insurance agent license, establish their business, keep track of actions by the Indiana General Assembly, and obtain employment assistance. III staff also sent out a direct mailing to IIAI members that included copies of this new brochure and created coordinating trade show display signage.

Laura Lindenbusch, Robin Degner, and Stephanie Hayes represented *accessIndiana* during the IIAI conference held on

November 17 and 18 at the Westin Hotel in downtown Indianapolis. During this event, III staff made arrangements for Indiana insurance training professionals to distribute the brochure to their students and spoke with insurance professionals about the state's online services.

Legal Professional Campaign

During October 2003, III staff developed a new "*Powerful Online Legal Resources*" marketing campaign for Indiana legal professionals, which was supported by a new bi-fold brochure and display signage.. During the Indiana Trial Lawyers Association (ITLA) conference on November 21 and 22, Doug Downey, Stephanie Hayes and Laura Lindenbusch promoted the state's valuable online resources to ITLA members. In December, III staff sent a direct mailing to members of the Indiana State Bar Association (ISBA) and ITLA as well as recent Indiana law school graduates, reminding them of the state's valuable online resources and encouraging them to attend a January 2004 Uniform Commercial Code training session to be co-hosted by *accessIndiana* and the Secretary of State's office.

Financial Professional Campaign

Indiana financial professionals are one of *accessIndiana*'s largest customer groups. For this reason, III staff spearheads a marketing campaign each year to inform financial professionals of the valuable resources *accessIndiana* offers. To further strengthen its relationship with Indiana financial professionals, III staff also established a two-year marketing contract with the Indiana Bankers Association (IBA). This agreement entitles *accessIndiana* to an associate membership

with IBA through June 2005, two direct mailings to IBA members, recognition on the IBA Web site, booth space at the 2004 IBA MEGA conference, and more.

myLocal.IN.gov Campaign

III staff have continued with their efforts to promote myLocal.IN.gov to Indiana governments. In December, III staff hosted a focus group with local Indiana government IT leaders to discuss the myLocal.IN.gov initiative. III has also held several strategy sessions to plan promotional efforts for this initiative and is currently in the process of developing an informational piece for local government employees concerning myLocal.IN.gov.

DETAILED REVIEW

In cooperation with various state agencies, the following *accessIndiana* marketing activities were conducted during November and December:

Bureau of Motor Vehicles (BMV)

- Coordinated with BMV to plan 2004 marketing efforts

Department of Administration

- Designed *Opportunity Indiana* postcard for distribution to 104,000 businesses

Department of Health (ISDH)

- Met with agency to discuss III marketing capabilities

Department of Labor (DOL)

- Discussed marketing efforts for Work Permits

Department of Natural Resources (DNR)

- Discussed marketing efforts for 2004 Boat, Sport, and Travel Show

- Completed advertisement for *Indiana Fishing Guide*
- Developed **www.wildlife.IN.gov** logo for DNR publications

Department of Transportation (INDOT)

- Developed insert to promote Electronic Permitting Service

Indiana State Police (ISP)

- Created LCH signage options for ISP office

Secretary of State (SOS)

- Coordinated mailing to businesses who still file Uniform Commercial Code (UCC) statements and amendments manually
- Created online sign-up form for UCC training sessions

accessIndiana

- Updated “About *accessIndiana*” and “Portal Publications” Web pages
- Made presentation at State Library
- Produced new brochure geared towards insurance professionals
- Mailed pre-conference letter and brochures to members of IIAI
- Displayed at the IIAI conference on November 17 and 18
-
- Established marketing agreement with IBA
- Confirmed strategic Web links to Indiana’s Human Resources Portal
- Met with ISBA to determine marketing opportunities
- Promoted SOS and DOR online services and information at Quality for Indiana Taxpayers (QFIT) conference on December 3

- Distributed Digital Legislatures Survey press release announcing Indiana's 6th place ranking
- Stocked information desk at Indiana Government Center with relevant brochures
- Displayed at ITLA conference
- Sent letter and brochure to ISBA and ITLA members as well as recent Indiana law school graduates
- Met with local government IT leaders to discuss myLocal.IN.gov initiative
-
- Reprinted "Navigating *accessIndiana*" brochure for Indiana legislators and for distribution throughout the year
- Drafted letter to legislators to update them on *accessIndiana*'s accomplishments during 2003
- Developed online survey plan for 2004
- Assisted with portal refresh efforts
- Developed adoption tracking strategy
- Conducted brainstorming session to discuss branding of business portal
- Developed 2004 *accessIndiana* marketing plan
- Updated monthly media facts and distributed to III staff, key state partners, and NIC

PORTAL INVESTMENTS

Marketing investments for November and December totaled \$9,940. These expenditures included the new citizen brochures, insurance brochures, legal brochures, display signage, and the IBA marketing contract. A detailed listing of activities is noted above.

Development/system investments for November and December totaled approximately \$6,000. Key expenditures included various networking and computing hardware.

NEW PROJECT HIGHLIGHTS

Department of Revenue (DOR)

Again, the Department of Revenue has identified an online service to make doing business with the state easier. In December, Revenue launched a service for tax collectors that allows them to find the collection fee percentage they earned more quickly and conveniently than before. This new service makes tax collecting more efficient for the agency and collection agents.

The *accessIndiana* team also coordinated with DOR to make enhancements to the I-File application..

Bureau of Motor Vehicles (BMV)

The State of Indiana's Digitally Certified Driver License Record Search service delivers certified driver records to county prosecutors using Public Key Infrastructure (PKI) technology and the Electronic Postmarking (EPM) service from the USPS. The service will allow county prosecutors to obtain the same court admissible information available from the brick-and-mortar BMV office in seconds via the Internet, thereby saving county prosecutors and the BMV both time and money. Currently, the BMV manually processes approximately 100,000 requests for certified Driver License Records. Prosecutors in Hamilton, Clay and Marshall counties are piloting this new online service. Rollout to the remaining county prosecutors, along with law enforcement officials, is anticipated by the end of January with access for other subscribers to follow.

Also, the BMV has updated the *MyLicensePlate* application for 2004 vehicle registration. The changes include new images for some of the specialty plates as well as system modifications.

Department of Natural Resources (DNR)

All-Terrain Vehicle and Snowmobile owners can now renew their registration online. Using a select set of information found on the registration, users can quickly conduct their renewal and print a temporary registration. DNR will mail the permanent registration and decal. Future enhancements include the ability for users to complete a first-time registration.

TEAM UPDATE

Bryan O'Neill, eGovernment Specialist, left Ill to pursue other opportunities

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FINANCIAL REVIEW

CONSOLIDATED FINANCIAL REPORT

	NOV 2003	NOV 2002	YTD 2003	YTD 2002		DEC 2003	DEC 2002	YTD 2003	YTD 2002
Revenue	\$1,359,661	\$1,380,949	\$17,961,175	\$16,942,509	Revenue	\$1,494,928	\$1,598,852	\$19,456,103	\$18,541,361
Cost of Revenue	<u>\$1,042,572</u>	<u>\$1,048,277</u>	<u>\$13,386,956</u>	<u>\$12,911,351</u>	Cost of Revenue	<u>\$1,137,851</u>	<u>\$1,304,000</u>	<u>\$14,524,807</u>	<u>\$14,215,351</u>
Gross Profits	\$317,089	\$332,672	\$4,574,219	\$4,031,158	Gross Profits	\$357,077	\$294,852	\$4,931,296	\$4,326,010
Operating Expenses	<u>\$218,458</u>	<u>\$199,401</u>	<u>\$2,298,059</u>	<u>\$2,088,456</u>	Operating Expenses	<u>\$214,523</u>	<u>\$157,079</u>	<u>\$2,512,583</u>	<u>\$2,245,537</u>
Income (Loss) from Operations	\$98,631	\$133,271	2,276,160	\$1,942,702	Income (Loss) from Operations	\$142,554	\$137,773	\$2,418,713	\$2,080,473
<i>Accrual for Income Tax Liability and Interest Earned*</i>	<u>(\$38,476)</u>	<u>(\$51,943)</u>	<u>(\$880,617)</u>	<u>(\$752,164)</u>	<i>Accrual for Income Tax Liability and Interest Earned*</i>	<u>(\$50,257)</u>	<u>(\$50,165)</u>	<u>(\$930,874)</u>	<u>(\$802,329)</u>
Net Income (Loss)	\$60,155	\$81,328	\$1,395,543	\$1,190,538	Net Income (Loss)	\$92,297	\$87,608	\$1,487,839	\$1,278,144

PROJECT REPORT

Completed Applications	Agency	Application Description	Status	Live
Collections Calculator	Department of Revenue	Allows Department of Revenue Collection Agents to calculate the right amount of money to retain from a warrant payment. https://secure.IN.gov/apps/dor/sfc/	Complete	November
2003 General Elections	Secretary of State Election Division	Updated code for online results reporting system and prepare system for General Elections. http://www.IN.gov/sos/elections/index.html	Complete	November
Rapid Renewal System	Bureau of Motor Vehicles	Updated service for year-end changes that impact sequential numbering functions and removal/change to plate images. http://www.IN.gov/bmv/bmvexpress/	Complete	December
Certified Driver License Record Search	Bureau of Motor Vehicles	Provides a process to receive a Certified result from the current Driver License Look-up application. Pilot audience consists of Prosecuting Attorney's from Marshall, Clay and Hamilton Counties. http://www.IN.gov/ai/digsig/	Complete	December
ATV/ Snowmobile Online Registration Renewal	Department of Natural Resources	Allows citizens to renew their Snowmobile and All Terrain Vehicle registration online. https://www.IN.gov/apps/dnr/snow_atv/beginAction.do	Complete	December

I-File	Department of Revenue	Enhanced the Indiana Income Tax Returns electronic system. The project included year-end changes to address usability. http://www.IN.gov/dor/tax/index.html	Complete	December
Right of Way Phase 2	Department of Transportation	Allows the submission of Driveway Permits with Credit Card Payment. http://www.IN.gov/dot/business/permits/permit1.html	Complete	December
Portal Product	Division of Information Technology, Family and Social Services Administration, Wabash River Heritage Corridor Commission	Proved the Websphere portal product suite of applications can address - single site, single sign, translation, collaboration, integration of enterprise applications, etc.	Complete	December
Branch Locator (GIS)	Family and Social Services Administration	Allows users to utilize GIS mapping software to locate the offices of Area Agencies on Aging (AAA) Community Action Agency (CAA). http://www.IN.gov/apps/fssa/office_locator/	Complete	December
Business Entity Report Filing Changes	Secretary of State	Modified the Corporations Internal System to develop additional reporting functionality to allow for postcard reminder monthly mailings. This replaces the traditional mailing of the complete form. http://www.IN.gov/sos	Complete	December
Hoosier Scholars Application	State Student Assistance Commission	Allows high schools to submit candidate and alternates for the Hoosier Scholars award online. http://www.IN.gov/ssaci/highschool/hoosier.html	Complete	December

In-Progress Applications	Agency	Application Description	Status	Target Date
MyLocal.IN.gov	<i>accessIndiana</i>	Develop the Local eGov Portal to provide access to city and county information.	Execute	February
<i>accessIndiana</i> 2004 Refresh	<i>accessIndiana</i>	Enhance the <i>accessIndiana</i> portal by adding additional functionality to the home page including interactive news and events, polling, weather, and other improvements.	Execute	January
Web Payment Services	<i>accessIndiana</i>	Establish a Centralized Web Payment Service application for all portal payment methods. Creating a reusable service for all payment processing applications including third party.	Execute	February
Indiana Donor Alliance Service	Bureau of Motor Vehicles	Allow medical personnel to lookup donor designations within the BMV Driver License Database and the IDAF Registry in a single search service.	Execute	January
Emergency Resource & Responders GIS Service	Counter-Terrorism and Security Taskforce	Create a GIS service to assist all levels of emergency response personnel in locating critical utility and energy sources that may be adversely affected in the event of natural or terrorist disaster.	Execute	January
GIS Destination Locator	Department of Natural Resources	Allow users to locate state parks, trails and forests.	Execute	November
Tax Refund Status	Department of Revenue	Allow taxpayers to check the status of the return via the Internet.	Execute	January
Bid Packages Enhancement	Department of Transportation	Establish an automated archiving process for requestor information.	Execute	January

Adoption	Family and Social Services Administration	Allow citizens to search a database of children eligible for adoption, register for home study, and create a profile of prospective adoptive children.	Execute	March
Foster Care	Family and Social Services Administration	Allow citizens to register for home study, and apply with FSSA to be a foster care provider.	Execute	November
Carefinder Licensing Outreach	Family and Social Services Administration	Help potential child care providers begin the process of becoming licensed by assisting them to identify what sort of license they need and registering for a class that starts the process.	Execute	November
Subject Search	Indiana Lobby Registration Commission	Allow Citizens to search Lobbyist Registrations and Activity Reports based on subject	Execute	January
BillWatch Enhancements	Legislative Services Agency	Enhance the application to include the ability for users to track 10 bills instead of 5, email lost login information and download information to a PDA.	Execute	January
There Ought to Be a Law	Legislative Services Agency	Allow users to email the various committees of both caucuses with their ideas for new laws.	Execute	January
Business Portal Phase I	Multiple	Develop a one-stop-content site for businesses to interact with State government.	Execute	January
Voluntary Contributions Enhancements	Teachers Retirement Fund	Change application based on new statutory requirements to the process, as well as bug fixes.	Execute	November
Bulk Tobacco Certificate Renewals	Alcohol & Tobacco Commission	Allow larger companies to file multiple locations at one time.	Concept	July
Insurance License Lookup and Bulk List downloads	Department of Insurance	Provide a search, verify and list download service for Insurance Agent and Company data help by the Indiana Department of Insurance.	Planning	February

Education & Training Choices Enhancements	Department of Workforce Development	Modify application to improve usability and address needed changes.	Planning	TBD
BDDS Version 1 Revisions	Family and Social Services Administration	Revise the current application to reflect new process in the program.	Planning	TBD
Server Setup	Hoosier Lottery	Set up dedicated server for Hoosier Lottery applications.	Planning	TBD
Computer Assisted Approval and Tracking System (CAATS)	Indiana Department of Environmental Management	Allow users to track permits issued through the Computer Assisted Approval and Tracking System (CAATS) which include air quality permits.	Planning	June
Server Setup	Indiana Department of Environmental Management	Set up dedicated server for Department of Environmental Management applications.	Planning	TBD
Interactive LCH Searches	Indiana State Police	Create a Point-to-Point and Batch submission system for requests of Limited Criminal History Searches.	Planning	TBD
Limited Criminal History Enhancement	Indiana State Police	Address usability, reconciliation and statutory changes.	Planning	TBD
Utility Electronic Filing System	Indiana Utility Regulatory Commission	Allow Utility Entities to file annual and other reports via a Web service developed by Crown Partners.	Planning	May
Utility Library Searches	Indiana Utility Regulatory Commission	Host a third party service to provide document repository Query and Downloads of information in agency database.	Planning	May
Event Registration Service	Public Defenders Council	Allow members of the IPDC to register for any of the seven (7) annual events.	Planning	TBD

UCC Search Certificate Lookup	Secretary of State	Provide an enhancement to Uniform Commercial Code subsystem and Web interface that will enable staff to retrieve details on the searches conducted for certificates and the results.	Planning	TBD
Alcohol Expiration Bulk Download	Alcohol & Tobacco Commission	Enable businesses to receive lists of alcohol permits being advertised prior to action by the agency.	Concept	TBD
Water Craft Renewals	Bureau of Motor Vehicles	Allow citizens to renew their water craft registration online.	Concept	December
Volunteer Coordination Service	Commission on Community Service and Volunteerism	Enhance the event registration application to allow particular individuals to pay for event meals online.	Concept	TBD
Media Publications Catalog	Department of Environmental Management	Allow users to search for various IDEM publications.	Concept	May
Birth Record Order Status	Department of Health	Provide ability to view order status on Birth Records online.	Concept	TBD
CNA/HHA lists	Department of Health	Provide users the option to download lists of licensees.	Concept	TBD
Radiologists License	Department of Health	Allow users to view and file for Radiologist License.	Concept	September
License Watch	Department of Insurance	Notify service subscribers when a disciplinary action has been filed against a licensed HMO and Insurance providers.	Concept	TBD
Insurance License Renewal/New	Department of Insurance	Allow citizens to apply and renew their insurance and HMO license online.	Concept	TBD
Insurance annual filings and claims	Department of Insurance	Allow companies to submit claims and annual filings online.	Concept	TBD
Quarterly Insurance Premium Tax Payments.	Department of Insurance	Allow users to make Quarterly Premium Tax payments online.	Concept	TBD

Policy Filings	Department of Insurance	Allow Insurance Companies to submit Quarterly Policy filings.	Concept	TBD
Outdoor Education Registration	Department of Natural Resources	Register and Print PDF certificates for citizens completing Hunter Education Certification.	Concept	TBD
Internet Taxpayer Service Center	Department of Revenue	Provide a portal that provides businesses with the ability to file corporate taxes, fuel tax and access to their account information.	Concept	TBD
Restaurant Sales/County Inn Keeper	Department of Revenue	Allow taxpayers to file "Comp Room" report via the Internet.	Concept	TBD
HC500 Tax Payment	Department of Revenue	Allow taxpayers to pay Hazardous Chemical Tax via the Internet.	Concept	TBD
Hoosier Assurance Program	Family and Social Services Administration	Allow users to find a provider of mental health and addiction services statewide.	Concept	May
BDDS Version 2	Family and Social Services Administration	Create a stand-alone sister application to the existing Incident Reporting application. Version 2 will be an advanced, password protected application to allow users reporting and edit features on existing data.	Concept	TBD
Child Support History	Family and Social Services Administration	Allow custodial and absent parents to check account information.	Concept	TBD
Child Support Payments	Family and Social Services Administration	Allow custodial and absent parents to make child support payments.	Concept	TBD
Certified Child Support Payment History	Family and Social Services Administration	Allow citizens to easily access certified child support payment histories.	Concept	TBD

License Watch	Health Professions Bureau, Professional Licensing Agency	Notify service subscribers when a disciplinary action has been filed against a licensed practitioner.	Concept	TBD
Water Quality GIS	Indiana Department of Environmental Management	Locate water quality areas. Application developed by the Polis Center.	Concept	TBD
Roadway Construction Portal	Indiana Department of Transportation	Create a centralized collection of all INDOT Road Construction Projects for Public consumption. Provides a common look and feel for all INDOT initiatives.	Concept	TBD
Crash Report Bulk Lists	Indiana State Police	Allow businesses to purchase date range lists.	Concept	TBD
Vehicle Crash Reports	Indiana State Police	Provide the public with the ability to search for and print vehicle crash records.	Concept	TBD
Certified Gun Permit Searches	Indiana State Police	Provide a Certified Gun Permit Record for users needing a verification of an existing permit.	Concept	TBD
Certified Limited Criminal Histories	Indiana State Police	Provide citizens with a convenient and fast way to obtain a certified LCH.	Concept	TBD
Certified Laboratory Results	Indiana State Police	Provide Certified Criminal Lab Results to Prosecutors.	Concept	TBD
Oversized/Overweight	Indiana State Police, Indiana Department of Transportation, Department of Revenue -MCS	Allow issuance of Permits and assignment of Trip Route by trucking firms. Will incorporate GIS in phase 2.	Concept	September
Professional License Bulk Download	Professional Licensing Agency	Allow users to specify records for inclusion to a downloadable list.	Concept	January
Educator Bulk Download	Professional Standards Board	Allow users to specify records for inclusion to a downloadable list.	Concept	TBD

Teachers Licensing Online	Professional Standards Board	Provide various licensure and license lookup features against a new Oracle Database.	Concept	TBD
Notary Search Enhancement	Secretary of State	Allow users to search for Notaries by zip code.	Concept	TBD
EMS Database Look-up	State Emergency Management Agency	Allow citizens to search SEMA's Emergency Medical Service data by county.	Concept	TBD
Design Permits	State Emergency Management Agency	Allow architects to apply for building design permits through SEMA.	Concept	TBD
4-H and Open Class Online Entries	State Fair Commission	Enable both 4-H and open class to register and pay for state fair exhibitions by implementing application developed by State Fair vendor.	Concept	May
Historical Database Interface	State Library	Develop a Web interface that allows citizens to access approximately 20 databases.	Concept	TBD
Donations Enhancement	State Museum	Allow all donations to be collected on the Web.	Concept	TBD

Site Content Update/Enhancement

Agency	Description	Target Date	Status
Attorney General	Redesign site	January	Concept
First Lady	Design site	TBD	Concept
ITOC/DoIT	Single portal-wide IT initiative page tech.IN.gov	February	Concept
Judiciary	Opinions Search - Enhance the current Supreme Court Tax Court and Court of Appeals opinions to allow users to search by date, judge and case #, keyword and court	TBD	Concept
Secretary of State	Develop CLAF site designs	TBD	Concept
Department of Natural Resources	Complete Redesign of site to incorporate usability guidelines and customer feedback	January	Execute
Family and Social Services	Revise Child Support site	TBD	Execute
House Democrats	Update Look and Feel	TBD	Execute
House of Republican's Kids Portal	Develop Comps and Templates	TBD	Execute
Law Enforcement Academy	Redesign site - back on radar	TBD	Execute
Legislative Caucuses	Create surveys for representatives	January	Execute
Rural Service of Indiana	Design within site	TBD	Execute

Department of Natural Resources	Develop Stormdrain Marking program site	January	Planning
Department of Natural Resources	Develop Div. Of Historic Preservation site template (new)	January	Planning
Family and Social Services - Div. Of Mental Health	Create Stamper Center content site	February	Planning

NEW SITES AND REDESIGNS

LIVE REDESIGNS

Lt. Governor Kathy Davis
<http://www.IN.gov/lgov/>

COMPLETED REDESIGNS AWAITING APPROVAL

Indiana Law Enforcement Academy
Indiana Civic Rights Commission
House Democratic Caucus
House Republican Caucus

WEB SITE ACCESSES

NOVEMBER ACCESSES – TOP 40

01	Hoosier Lottery	2,912,703
02	<i>accessIndiana</i> Online Services	2,513,041
03	Department of Natural Resources	1,435,617
04	General Assembly	1,269,260
05	Secretary of State	1,020,983
06	Department of Personnel	974,644
07	Department of Workforce Development	708,905
08	Family and Social Services Administration	701,384
09	Bureau of Motor Vehicles	573,899
10	Department of Correction	539,935
11	Department of Health	484,445
12	DNR Division of Fish and Wildlife	449,745
13	Department of Revenue	442,933
14	Judiciary	437,885
15	Department of Environmental Management	426,764
16	Department of Transportation	395,215
17	<i>accessIndiana</i> Portal Subpages	394,635
18	DOC Division of Tourism (Enjoy Indiana)	292,440
19	Commission on Public Records	274,952
20	Attorney General	248,460

21	Health Professions Bureau	229,774
22	Criminal Justice Institute	220,335
23	State Police	196,339
24	ISDH Regulatory Services	165,499
25	Department of Insurance	164,684
26	Student Assistance Commission of Indiana	146,037
27	Department of Commerce	133,987
28	State Information Center	117,238
29	Professional Standards Board	111,261
30	Board of Tax Commissioners	109,665
31	Department of Administration	106,008
32	Judicial Opinions	103,218
33	Housing Finance Authority	99,205
34	State Emergency Management Agency	87,882
35	IDEM Office of Water Management	86,881
36	State Board of Accounts	78,613
37	State Museum	77,438
38	IDEM Office of Air Management	72,682
39	ISDH Data and Stats	70,731
40	ISDH Programs	69,554

Total November Accesses: 19,132,209

DECEMBER ACCESSES – TOP 40

01	Hoosier Lottery	3,655,533
02	<i>accessIndiana</i> Online Services	2,565,156
03	General Assembly	1,425,783
04	Secretary of State	1,021,303
05	Department of Natural Resources	816,179
06	Department of Workforce Development	803,270
07	Family and Social Services Administration	732,125
08	Department of Personnel	708,414
09	Bureau of Motor Vehicles	665,054
10	Department of Correction	581,383
11	Department of Revenue	569,044
12	Department of Health	534,718
13	Judiciary	516,956
14	Department of Environmental Management	498,838
15	Department of Transportation	429,189
16	<i>accessIndiana</i> Portal Subpages	380,404
17	Attorney General	347,192
18	Commission on Public Records	278,212
19	DNR Division of Fish and Wildlife	256,990
20	Health Professions Bureau	252,171

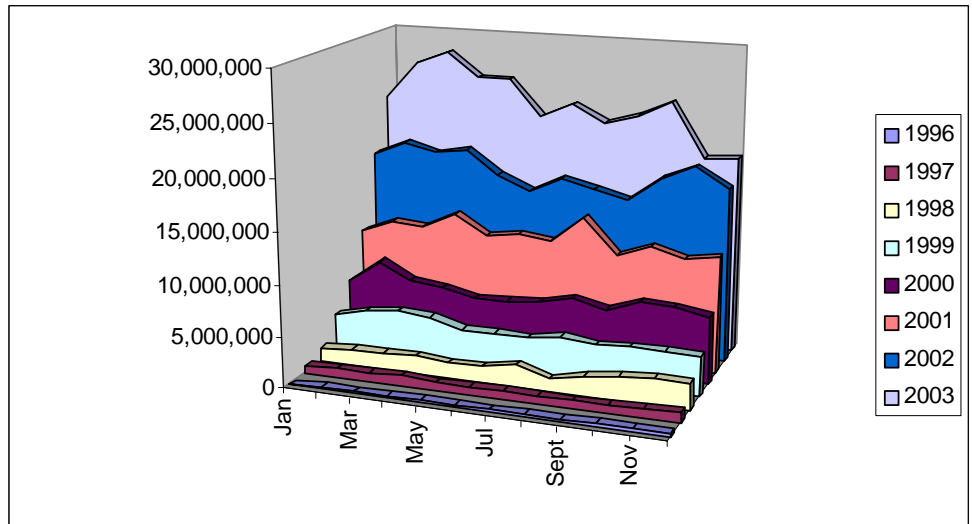
21	DOC Division of Tourism (Enjoy Indiana)	234,146
22	State Police	226,112
23	Criminal Justice Institute	220,554
24	ISDH Regulatory Services	204,309
25	Judicial Opinions	166,717
26	Department of Insurance	161,602
27	Department of Administration	149,603
28	Ethics Commission	134,743
29	Department of Commerce	130,557
30	Student Assistance Commission of Indiana	127,405
31	Board of Tax Commissioners	126,135
32	Housing Finance Authority	124,998
33	State Information Center	109,680
34	Professional Standards Board	109,075
35	IDEM Office of Water Management	104,014
36	State Museum	101,112
37	State Emergency Management Agency	94,998
38	IDEM Office of Air Management	89,771
39	Utility Regulatory Commission	82,060
40	ISDH Data and Stats	80,104

Total December Accesses: 19,473,938

ACCESSES RECAP

Access growth for 2003 increased 35.73% over 2002. While November growth increased less than 1%, December was up 13.35% over last year's accesses!

	2002	2003	% growth
Jan	17,787,526	22,972,462	29.15%
Feb	19,123,742	26,682,102	39.52%
Mar	18,393,616	27,986,021	52.15%
Apr	18,963,508	25,694,399	35.49%
May	16,602,654	25,694,399	33.53%
Jun	15,316,973	22,170,221	47.16%
Jul	16,864,766	23,572,286	39.77%
Aug	16,105,260	21,942,951	36.25%
Sept	15,234,126	22,933,136	50.54%
Oct	17,637,151	24,486,008	38.83%
Nov	19,096,402	19,132,209	.19%
Dec	17,178,364	19,473,938	13.36%
Totals	208,304,088	282,740,132	35.73%



IN CLOSING

Given the successes that can be attributed to *accessIndiana* during 2003, the bar has certainly been raised. The exciting new services and technologies, high-profile awards, along with significant growth in accesses during the past year create exciting challenges in 2004 to do even better. Is the *accessIndiana* team ready to rise to that challenge? Most emphatically, YES! Our business plan theme for 2004 is about **“Evolution”**...and as the new year has dawned, we are already creating and embracing new opportunities that will enable *accessIndiana* to become an even better tool for Indiana state government and its constituents to interact more efficiently, economically and securely than ever before.

Regards,



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APPENDIX A – Marketing Successes of 2003

During 2003, *accessIndiana* marketing efforts focused on educating key user groups as well as the general public about *accessIndiana*'s online services and information, building relationships with professional associations, and positioning III as a valuable marketing resource for state partners.

General Marketing Materials

Several general marketing pieces served as a foundation for *accessIndiana*'s 2003 marketing efforts.

Transforming Indiana Business One Click at a Time. This brochure gives the *accessIndiana* business user a small taste of the valuable services and information *accessIndiana* has to offer them. It also explains the benefits of the *accessIndiana* subscription and the Instant Access (credit card) payment option. We distributed this brochure at conferences and training sessions throughout the year and through the State Information Center, the Secretary of State's Office, the Indiana State Bar Association, and the Indiana Bankers Association.

Navigating accessIndiana. This new citizen brochure introduces Hoosiers to the portal's navigational structure; highlights useful portal features; and provides detailed instructions on how citizens can use the state's online services to learn about events and festivals in their area, plan Indiana vacations, explore Indiana travel destinations, find a state park, make state park reservations, contact their elected representatives, renew their vehicle registration and driver license, and check road conditions during the winter months. This brochure was used for citizen training sessions held at the Indianapolis-Marion County public library during the fall, for a presentation at the State Public Library conference, and for distribution to interested *accessIndiana* users.

Get Online, Not In Line. These nifty, pocket-sized cards and note pads were used in the DNR building and the BMV booth at the Indiana State Fair to promote the *accessIndiana* Web portal. Hundreds of State Fair attendees picked up these cards and filled out our information request form so they could learn more about *accessIndiana*.

Specialized Marketing Campaigns

During 2003, III staff also developed specialized marketing campaigns directed towards key *accessIndiana* users.

What's So Great About Indiana? Each year, *accessIndiana* hosts the *What's So Great About Indiana?* Screen Saver contest. This year, almost 400 fourth graders entered the contest after III staff promoted this contest by sending e-mails to all Indiana elementary school principals, personally contacting fourth grade teachers whose classes had participated in past contests, and distributing the *Calling All Fourth Graders* brochures at the "Technology in Education" conference in February. The winners of the contest were honored during an awards day in downtown Indianapolis, during which they and their families received a special tour of the Indiana State House, went for a picnic on the picturesque canal, met the late Governor Frank O'Bannon, and received complimentary tickets to the Indianapolis Zoo. *accessIndiana* received substantial media coverage for this event and heart-felt thank you notes from proud parents of the contest winners.

Interest is Growing in our Portfolio of Services. This handout, along with its coordinating display signage and PowerPoint presentation, were developed for Indiana financial professionals scheduled to attend the Indiana Bankers Association Conference in May 2003. Conference registrants received this handout in the mail a few days prior to the conference. III staff also used these handouts and coordinating collateral to promote the portal at the May 2003 IBA Mega conference. Since this conference, III staff have worked to further strengthen *accessIndiana's* relationship with Indiana financial professionals by signing a two-year marketing agreement with IBA.

We Offer Excellent Benefits. This two-sided handout was created for a direct mailing prior to the Society for Human Resource Management Conference in August 2003 and for distribution at the conference. During the conference, III staff used this handout alongside a coordinating display signage and PowerPoint presentation to promote Indiana's Human Resource Portal (www.HR.IN.gov) and to encourage human resource professionals to attend upcoming training sessions. A more detailed booklet was created for use during these training sessions, which were held in downtown Indianapolis on September 18 and in Wabash, Indiana on October 16. Furthermore, the Indiana's Human Resource Portal has been updated on a quarterly basis to ensure its value to Indiana human resource professionals.

Powerful Online Legal Resources. In October 2003, III staff developed a new *Powerful Online Legal Resources* marketing campaign for Indiana legal professionals, which was supported by a new bi-fold brochure, display signage, and a specialty Web page for legal professionals. During the fall, III staff took this campaign message to members of the Indiana State Bar Association (ISBA) and the Indiana Trial Lawyers Association (ITLA) conference. In December, III staff sent a direct mailing to members of ISBA and ITLA as well as recent Indiana law school graduates, reminding them of the state's valuable online resources outlined in this brochure and encouraging them to attend a January 2004 Uniform Commercial Code training session to be co-hosted by *accessIndiana* and the Secretary of State's office.

We've Got You Covered. This handout, developed especially for insurance professionals, highlights state government information and services available through *accessIndiana* that can help insurance professionals verify an individual's background,

maintain their insurance agent license, establish their business, keep track of actions by the Indiana General Assembly, and obtain employment assistance. III staff sent out a direct mailing to IIAI members that included copies of this new brochure and created coordinating trade show display signage.. During the IIAI conference, III staff made arrangements for Indiana insurance training professionals to distribute the brochure to their students and spoke with insurance professionals about the state's online services.

Collaborative Marketing Efforts

Recognizing that our state partners are best positioned to market to their constituencies, III staff worked hard during 2003 to cultivate relationships with state partners and to position ourselves as a marketing resource.

Governor's Public Relations Plan

During 2003, III staff developed a public relations plan for the Governor's office. III staff then worked with relevant state agencies to distribute press releases related to the following topics:

- *accessIndiana* Redesign
- *BillWatch* Revisions
- Hunting, Trapping, and Fishing Licenses
- CareFinder
- *What's So Great About Indiana?*
- Telephone Privacy List
- Indiana's Human Resource Portal
- *I-File*
- DNR Water Construction Permits
- Online Travel Resources
- Online Safety Resources
- July 4 Motorist Tips
- Best of the Web and Brown University Rankings
- Digital State Legislature Award
- *FanMail.IN.gov*

Many of these stories received state and national media coverage. Most notable were Channel 56's coverage of the revised *BillWatch* service (January); statewide coverage of the *accessIndiana* redesign, which included a two news segments by Channel 13 NBC (January); and significant statewide coverage of Hunting, Trapping, and Fishing licenses (April - May) and the *What's So Great About Indiana?* Screen Saver contest (June – July).

Bureau of Motor Vehicles

Indiana Driver Manual. III staff helped design the Indiana Bureau of Motor Vehicles (BMV) driver manual. This provided us with a wonderful opportunity to promote online vehicle registration and driver license renewals as well as the www.bmvexpress.IN.gov Web address.

Vehicle Registration insert and envelopes. When Indiana vehicle registrations are due for renewal, the BMV mails them a renewal form. III staff designed an insert for this mailing and the renewal envelopes, which are distributed to all Indiana automobile owners.

Guide to BMV Services. BMV requested our help on this brilliantly-colored, custom-made brochure that is distributed to new Indiana residents through real estate agencies.

Department of Administration

Opportunity Indiana postcard. III staff worked with the Department of Administration to design a www.OpportunityIndiana.IN.gov postcard, which will be distributed to 104,000 businesses in January 2004.

Department of Natural Resources

Indiana Hunting & Trapping Guide ad. Each year, the Department of Natural Resources allows our staff to produce a full-page color ad for the back cover of its *Hunting & Trapping Guide*, which is distributed to outdoor enthusiasts throughout the year. This year's ad shows how "An Old Dog Learns a New Trick."

Indiana Fishing Guide ad. Our staff also designed an ad for the *Indiana Fishing Guide*, which will be distributed to Indiana anglers throughout the year. This ad was designed to complement the *Hunting & Trapping Guide* ad.

Department of Revenue

I-File table tents. These table tents were distributed to Indiana colleges and universities and public libraries throughout the state to promote the state's electronic tax-filing service.

Tax Booklet covers. This year, III was given the opportunity to design the Department of Revenue's 2003 tax booklet covers. These tax cover booklets will be distributed to more than one million Hoosiers during January 2004.

Health Professions Bureau

License Renewal postcard. Indiana Interactive staff worked with the Indiana Health Professions Bureau (HPB) to design a postcard that would replace their traditional paper renewal forms. HPB now mails these postcards to encourage its licensees to renew their licenses online through the *My Indiana License* service.

License Renewal collateral. HPB asked us to design these table tents promoting online license renewals for distribution to hospitals throughout the state. Our staff also created matching posters and a banner for the state agency.

Secretary of State's Office

***Service on your Schedule* handout.** The new Indiana Secretary of State, Todd Rokita, wanted us to produce a handout for his office that would explain the responsibilities of each division of the Secretary of State's Office and denote the numerous online services and information. The Secretary of State's office has distributed these handouts through direct mailings and special events throughout the year.

***Business Entity Report Filing* postcard.** In October, III staff produced a postcard to replace the renewal form currently issued by the Secretary of State's office. This postcard will be distributed to business owners beginning in January to encourage Indiana businesses to renew their business registration online.

Uniform Commercial Code training sessions. III staff work with the Secretary of State's office to host training sessions for Indiana financial and legal professionals who would like to learn to file their UCC financing statements and amendments online.

APPENDIX A – Project Successes of 2003

Following is a recap of the 61 new or enhanced services launched in 2003. Of the 61, half (32) were brand new services!

Completed Applications	Agency	Application Description	Status	Live
INEWS	Department of Workforce Development	Enhancement the Regional Industry Average Weekly Wage query. This is an application code criteria issue. http://www.IN.gov/dwd/inews/lmi.asp	Complete	January
BillWatch	Legislative Services Agency	Redesign of application to allow public to track a limited number of bills and receive daily email notification when action has occurred on tracked bills. http://www.BillWatch.IN.gov	Complete	January
Hospital Filings	Department of Health	Modify the Hospital Service Report and Hospital Fiscal Report data collection forms. http://www.IN.gov/apps/isdh/hospitalForms	Complete	January
CHIPS/CORE 40 2003 Enhancements	State Student Assistance Commission of Indiana	Add functionality to include: database migration from <i>access/Indiana</i> to SSACI, expand student search, and expand downloadable information. http://www.IN.gov/ssaci/highschool	Complete	January
eGrads/eStudents 2003 Enhancements	State Student Assistance Commission of Indiana	Add functionality to the existing application to include: Reprint Award Letter, Change College Choice, CVO Award Pages, and FAFSA edit capability. http://www.IN.gov/ssaci/estudent	Complete	January

Legislator Activity/Gift Reporting Search	Indiana Lobby Registration Commission	Allow public to search all activity and gifts received by all members of the Indiana General Assembly. http://www.IN.gov/ilrc/forms/onLine.html	Complete	January
Who's Your Legislator?	GIS Initiative – Multi Agency ownership: SOS, DoIT, LSA	Provide a service to find a citizen's State or US Representative based on either their Zip Code or geographic location on an Indiana state map. http://www.legislator.IN.gov	Complete	February
IFILE Look-up Session Number	Department of Revenue	Allow taxpayers to reprint a filed tax return even if they have forgotten their session number. http://www.IN.gov/dor/tax/index.html	Complete	February
Procurement Bid Tabulations	Department of Transportation	Allow vendors and the general public to view the results of bidding activity for services and goods sought by INDOT. Each Bid Tabulation will be available for up to three years after the closure of the Bidding process. http://www.IN.gov/serv/indot_bviewer	Complete	February
CARS	Department of Environmental Management	Allow citizens to search for Auto Salvage sites in Indiana. http://www.IN.gov/apps/idem/cars	Complete	February
Employment & Training Choices	Department of Workforce Development	Migrate application code to Resin application engine from obsolete JRUN engine. http://www.IN.gov/serv/dwd_etc	Complete	March

Shelters Enhancement	Family and Social Services Administration	Allow users to submit and edit information regarding the availability of Homeless and Domestic Violence Shelters.	Complete	March
Exhibitor Entry	State Fair Commission	Allow 4-H FFA exhibitors to submit entries and credit card payment online. https://www.IN.gov/apps/statefair/registration/	Complete	April
Hospital Reports Enhancement	Indiana Department of Health	Enhance the form used by each Indiana Hospital reporting to ISDH via a blind URL. This is a companion project to the Hospital Fiscal Filings enhancement completed in January 2003. http://www.IN.gov/apps/isdh/hospitalForms	Complete	April
Right of Way Permits	Indiana Department of Transportation	Allow companies to apply for, edit and review online permits for Cut Road and Pole Line Projects that impact State Highways and Roadways. http://www.IN.gov/dot/business/permits/row/index.html	Complete	April
Water Permits Enhancement	Department of Natural Resources	Allow users to submit payment for a Water Permit application via credit card. https://www.IN.gov/serv/dnr_water_application_ia	Complete	April
Employment & Training Choices Modification	Department of Workforce Development	Modify the service to clarify labels and user experience. http://www.IN.gov/serv/dwd_etc	Complete	April

Auto e-mail to agencies	Multiple	Allow users to send emails directly to agency by clicking the "Contact Us" link.	Complete	April
Auto Capture of Error Page	<i>accessIndiana</i>	Enhancement to the 404 error page that allows users to easily submit Web site error messages to the Webmaster.	Complete	April
Hotels Reservation Service	White River State Parks	Allow visitors to book rooms from participating downtown hotels and reserve tickets to White River State Park featured attractions, including the Indianapolis Indians, as available. http://www.IN.gov/whiteriver/home01.html	Complete	May
Benefits Calculator	Public Employees Retirement Fund	Return more accurate messages for employees calculating early retirement. http://www.IN.gov/perf/temp_perf_benefits.html	Complete	May
Bid Tabulations Search	Indiana Department of Transportation	Provide an interested user the ability to view a summary of all bids received for purchase opportunities with the agency. http://www.IN.gov/serv/indot_bviewer	Complete	May
Bill Info Search and LSA Site	Legislative Services	Replace the previous search tool on these sites with Google. http://www.IN.gov/legislative/ and http://www.IN.gov/serv/lsa_billinfo	Complete	May

IXchange	State Student Assistance Commission	Allow additional files for download from SSACI to College Student Assistance Officers. https://www.IN.gov/serv/ssaci_iXchange	Complete	May
Primary Elections	Secretary of State - Elections Division	Establish an online results reporting systems for mayoral elections. http://www.IN.gov/serv/sos_primary03	Complete	May
Rental Housing Tax Credit	Indiana Housing & Finance Authority	Modify eligibility calculations due to 2003 rates from federal government. (password protected) http://www.IN.gov/ihfa/ihfaprograms/rentalhousing/tax_credits	Complete	May
Solid Waste Facility Quarterly Reports	Indiana Department of Environmental Management	Connect an established application to the agency's database. Creates a new service for searches of all quarters of data that exists. http://www.IN.gov/serv/idem_olq_swfqr	Complete	May
Volunteer Informational Event Registration	Commission on Community Service & Volunteerism	Allow volunteer organizations to register members for events offered by the state. Phase One will be a simple online form with no fees for registrations. http://www.IN.gov/iccsv/events/sc_program.html and http://www.IN.gov/iccsv/events/sc_individ.html	Complete	May
BT-1	Department of Revenue	Provide businesses the ability to submit the BT-1 (Business Tax Registration Form) online. https://secure.IN.gov/apps/dor/bt1	Complete	June

Hotel Reservations	White River State Parks	Modify the service providing add and edit through the administrator view of inventories of rooms and event tickets, as well as the editing of package descriptions. http://www.IN.gov/whiteriver	Complete	June
Limited Criminal History Search	Indiana State Police	Modify the payment processing function by reducing minor validation rules on retry attempts and providing the ability to have requester's make payment with another individual's authorized credit card account. http://www.IN.gov/isp/lch	Complete	June
Local Officials	Department of Local Government Finance	Streamline application by simplifying search criteria and results reports. http://www.IN.gov/serv/dlgf_officials	Complete	June
MapIndiana	GIS/Indiana Geographic Information Council	Provide the ability to create a general map of the State that can be printed or saved. http://www.IN.gov/apps/ingisi/mapOfIndiana/	Complete	June
National Governor's Association	Governor's Office	Integrate a credentialing system and Idaho's Dignitary Tracking system to work from a common database. No security purposes, no URL can be provided.	Complete	June
Policy Log Search & Downloads	Department of Workforce Development	Create a search function for PDF files containing various policies issued by and through the Department of Workforce Development. These are public records that are used by businesses in the state of Indiana. http://www.IN.gov/dwd/policysearch	Complete	June

UCC Bulk Download	Secretary of State	Develop an online ordering system for the purchase of bulk data and images. http://www.IN.gov/apps/sos/ucc/bulk/	Complete	June
Tobacco Retailers Certificate	Alcohol & Tobacco Commission	Allow businesses to apply for a Tobacco Retailers Certificate and make payments online. https://www.IN.gov/apps/atc/tobacco/	Complete	July
UCC Special Search	Secretary of State	Enable online ordering of customized UCC database searches. http://www.IN.gov/sos/business/ucc/ucc_special_search.html	Complete	July
Quarterly Statement Enhancement	Teacher's Retirement Fund	Update the database to a DoIT hosted SQL database. The application will also display recent allocations and allow users to "opt-out" of receiving a paper quarterly statement via mail. http://www.IN.gov/trf/	Complete	July
FACES Donations	Department of Natural Resources, State Museum	Provide museum donors with the ability to upload a photo image for storage in the museum image archive with a monetary donation required. https://www.IN.gov/apps/ism/faces/	Complete	August
National Governors Association	Governor's Office	Enhance the National Governors Association event site to include facts about <i>accessIndiana</i> and internal tracking of issues. http://www.IN.gov/nga03/	Complete	August

SEA-75	Legislative Services Agency	Enhance current site to display state agencies' reports, such as annual reports. http://www.IN.gov/legislative/igareports/agency/	Complete	August
Session Time-out Enhancement	Secretary of State	Modify UCC Browse applications to display course of action instructions when a session time out error occurs. http://www.IN.gov/sos/business/ucc.html	Complete	August
Carefinder Locator Enhancements	Family and Social Services Administration	Rewrite existing Carefinder locator application in order to move it from 3rd party app to homegrown. Add functionality and address usability concerns. http://www.IN.gov/fssa/carefinder/	Complete	September
Worker Permit Enhancement	Department of Labor	Validate for duplicate student records. https://secure.IN.gov/apps/dol/work_permit/	Complete	September
Cass County Property Tax	Cass County	Allow Cass county property owners the ability to make property tax payments online. http://mylocal.IN.gov/cass/proptax	Complete	October
IT-9	Department of Revenue	Filing and payment of IT- 9 tax extension via the Internet. https://www.IN.gov/apps/dor/epay/action/start	Complete	October

ES-40	Department of Revenue	Allow taxpayers the ability to pay estimated tax payments via the Internet. https://www.IN.gov/apps/dor/epay/action/start	Complete	October
Motor Carrier Services - International Roadway Permits	Department of Revenue	Allow businesses to file International Roadway Permits with the Motor Carrier Services third party application utilizing Credit Cards and eCheck (via ePay). https://irpxweb1.dor.state.in.us	Complete	October
Business Entity Report Filing	Secretary of State	Allow corporations to file reports and submit payment online. http://www.IN.gov/sos/business/corps/searches.html	Complete	October
Collections Calculator	Department of Revenue	Allow Department of Revenue Collection Agents to calculate the right amount of money to retain from a warrant payment. https://secure.IN.gov/apps/dor/sfc/	Complete	November
2003 General Elections	Secretary of State Election Division	Update code for online results reporting system and prepare system for General Elections. http://www.IN.gov/sos/elections/index.html	Complete	November
Rapid Renewal System	Bureau of Motor Vehicles	Update service for year-end changes that impact sequential numbering functions and removal/change to plate images. http://www.IN.gov/bmv/bmvexpress/	Complete	December

Certified Driver License Record Search	Bureau of Motor Vehicles	Provide a process to receive a Certified result from the current Driver License Look-up application. Pilot audience consists of Prosecuting Attorney's from Marshall, Clay and Hamilton Counties. http://www.IN.gov/ai/digsig/	Complete	December
ATV/ Snowmobile Online Registration Renewal	Department of Natural Resources	Allow citizens to renew their Snowmobile and All Terrain Vehicle registration online. https://www.IN.gov/apps/dnr/snow_atv/beginAction.do	Complete	December
I-File	Department of Revenue	Enhance the Indiana Income Tax Returns electronic system. The project included year-end changes to address usability and common look and feel. http://www.IN.gov/dor/tax/index.html	Complete	December
Right of Way Phase 2	Department of Transportation	Allow the submission of Driveway Permits with Credit Card Payment. http://www.IN.gov/dot/business/permits/permit1.html	Complete	December
Portal Product	Division of Information Technology, Family and Social Services Administration, Wabash River Heritage Corridor Commission	Prove the Websphere portal product suite of applications can address - single site, single sign, translation, collaboration, integration of enterprise applications, etc. http://www.nextgen.IN.gov/public/portal/public	Complete	December

Branch Locator (GIS)	Family and Social Services Administration	Allow users to utilize GIS mapping software to locate the offices of Area Agencies on Aging (AAA) Community Action Agency (CAA). http://www.IN.gov/apps/fssa/office_locator/	Complete	December
Business Entity Report Filing Changes	Secretary of State	Modify the Corporations Internal System to develop additional reporting functionality to allow for postcard reminder monthly mailings. This replaces the traditional mailing of the complete form. http://www.IN.gov/sos	Complete	December
Hoosier Scholars Application	State Student Assistance Commission	Allow high schools to submit candidate and alternates for the Hoosier Scholars award online. http://www.IN.gov/ssaci/highschool/hoosier.html	Complete	December

Completed Sites

Hoosier Project Safe-T
www.IN.gov/ipsc/safe-t

White River State Park
www.IN.gov/whiteriver

Office of Utility Consumer Counsel
www.IN.gov/oucc

State Emergency Management Agency
www.IN.gov/sema

State Department of Health
www.isdh.IN.gov

Department of Correction
www.indcorrection.IN.gov

Film Commission
www.IN.gov/film

Department of Administration
www.IN.gov/idoa

SafetyNet
www.IN.gov/safetynet

Indiana Lakes
www.IN.gov/indianalakes

Commission on Proprietary Education
www.IN.gov/cope

Office of Environmental Adjudication
www.IN.gov/oea

Indiana Long Term Care Program
www.IN.gov/fssa/iltcp

Alcohol and Tobacco Commission
www.IN.gov/atc

Governor O'Bannon's Energize Indiana site
www.IN.gov/gov/energize/index.html

Indiana Department of Insurance
www.IN.gov/idoi

Indiana Governor's Planning Council for People with
Disabilities
www.IN.gov/gpcpd

Indiana Lobby Registration Commission
www.IN.gov/ilrc

C-TASC Crisis and Response Mapping Center
www.IN.gov/ctasc/mapping

Indiana Main Street
www.IN.gov/mainstreet

Governor Kernan
www.IN.gov/gov

Lt. Governor Kathy Davis

www.IN.gov/igov